

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
4030	10/1/00	21:33		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: Update DataGate TN Reservation- Vantive Ticket 3719174	PB AM... This is another loose end. Not critical at this point, but we are still interested. Just wanted to know if anything has been found to either correct the problem, or explain what exactly we got wrong(whether our problem or a documentation issue)....						
4031	10/1/00	19:27-1943		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 938- loss of carrier system						
4032	10/2/00	2:58-11:31		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 939-940- loss of carrier system, loss of NSR23A SONet Ring						
4033	10/2/00	8:44		Pacific Bell	Airborne Express to Napa Telecom				Daily shipment report	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6751 Dated 9/28/00						
4034	10/2/00	8:44		Pacific Bell	Airborne Express to Blackhawk Comm				Daily shipment report	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6751 Dated 9/28/00						
4035	10/2/00	8:44		Pacific Bell	Airborne Express to Camino Comm				Daily shipment report	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6751 Dated 9/28/00						
4036	10/2/00	12:48		PB Resource	Email to TG Resource				Outage Notification	Please do not reply to thismessage. All replies are automatically deleted. Questions regarding the content should be directed to the ISC call center at 314-235-7225 fax 314-331-1577. Changes or updates to any email address should be directed to your accou					Verigate 100200 941PT.doc	
4037	10/2/00	13:47		PB Resource	Email to TG Resource				Outage Restoral Notification	Please do not reply to thismessage. All replies are automatically deleted. Questions regarding the content should be directed to the ISC call center at 314-235-7225 fax 314-331-1577. Changes or updates to any email address should be directed to your accou					Verigate 100200 941PT.doc	
4038	10/2/00	17:32		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCOO-249 *Invitation to CLEC Forum to Introduce the Process of Automatic Number Identification (ANI) on Due Sate Minus One for Coordinated LNP with Loop Orders (Meeting)- California					Verigate 100200 941PT.doc	
4039	10/2/00	17:33		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCOO-250 *Notification of 13-State Change Management Process (CMP) Meeting -California					Verigate 100200 941PT.doc	
4040	10/2/00	17:34		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	E9-1-1 Revision- Ms Gateway Security Enhancements (Network Operations)					Verigate 100200 941PT.doc	
4041	10/2/00	17:35		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCOO-252 *Notice of Project Pronto Neighborhood Gateway Locations (Business Processes)					Verigate 100200 941PT.doc	

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4042	10/2/00	17:37		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCSOO-169 " Pacific Bell- Update to Exception Request Final Requirements for the December 9, 2000 EDI?LSR Release Version 03.04"					Verigate 100200 941PT.doc	
4043	10/3/00	9:35-14:04		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 943-946 loss of carrier system, loss of exchange cables						
4044	10/3/00	10:32		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: Update DataGate TN Reservation- Vantive Ticket 3719174	TG Resource...Thanks for the follow up on DataGate as well as the voicemail you left me last week. I'm in a training class for CESAR to EXACT this week but hope to have a chance to do some research and get back to you by end of week.					upgrades.doc	
4045	10/3/00	12:45	10	TG Resource	phone call		PB Resource		Phone Call Log	PO6952695P.....9:30 called left message. 11:45 LSC called back left message, I called back at 12:45...We do not see caption listing in gateway; the order is sent to the caption department (PB Resource) and she establishes a separate account for captions. Th						
4046	10/3/00	0:00	5	PB Resource	Phone to TG Resource	TG Resource	PB Resource			Problem:PB Resource couldn't find date that order was entered on. PB Resource verified the xll listing with hrs. 9-5. She also said there was no contact, so TG resource explained about the remarks section and she said they do not get remarks. TG resou						
4047	10/3/00	16:02		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-253 "Additional information available in the EMI 10-01-32 records					cleccs_00-253.doc	
4048	10/3/00	16:02		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-255 "Notification of SBC?CLEC Project Pronto Industry Collaborative Session (Meeting)					cleccs_00-254.doc	
4049	10/3/00	16:44		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource, TAM Resource	Understanding SDIR post-FOC error causes	PB AM... Trying to understand SDIR post FOC error causes (see PS below), will a caption in all capitals also do it (do not think so)? Did the advertisement-like wording have anything to do with it (do not think so)? What other causes might there be? Thanks.						
4050	10/3/00	20:34		PB AM	Email to TG Resource	TG Resource	PB AM		RE: Project Status Report- An opportunity to Help Account Managers	At long last, a good summary of changes made in our training classes since the last time you attended. Some are pretty mechanical changes, others incorporate updates to the LSOR, etc. Let me know if you need more info on this one.					upgrades.doc	
4051	10/4/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bill	Bill: \$116.60, Account 023720239555N3160, Statement Date 9/20/00;						

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4052	10/4/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bill	Bill: \$338.20, Account 0237207198555N1160, Statement Date 09/20/00						
4053	10/4/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm Bill	Bill: \$617.44, Account 023720841655N5160, Statement Date 09/20/00						
4054	10/4/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm Bill	Bill: \$284.07, Account 023422-870255S9066, Statement Date 09/22/00						
4055	10/4/00	10:39		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource	RE: Project Status Report- An opportunity to Help Account Managers	PB AM... Thanks very much. Quite timely. Would be happy to see similar summary information on other aspects of OSS and supporting documentation and system improvements- as long as it is available to CLEC's. Some habits just cannot be easily shaken! Take car						
4056	10/4/00	10:40		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-255 "Revision to the Notification of SBC?CLEC Project Pronto Industry Collaborative Session (Meeting)					cleccs_00-255.doc	
4057	10/4/00	11:39		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TAM Resource	RE: Mass order cancellation & SDDIR post FOC errors	I'll look forward to talking to Sue tomorrow on the listing questions. Again, it is the downstream provisioning groups that really pushback on all the orders, especially now that BlackHawk has a "reputation" of issuing and cancelling a lot of orders. I wo					upgrades.doc	
4058	10/4/00	11:49		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-256 "Correction to Additional Information available in the e EMI 10-01-32 records					cleccs_00-256.doc	
4059	10/4/00	12:00		TG Resource	phone call to PB Resource				phone log	PB resource at the POC (redacted). He had called and left message regarding them receiving 1000's orders that he had set up resources to work on and found the orders were later cancelled. I apologized and said that it was suppose to have been taken care o						
4060	10/4/00	13:05		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-257 "Lerg and Trunk ACTL CLLI Codes (Ordering & Provisioning)					cleccs_00-257.doc	
4061	10/4/00	13:48		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TAM Resource	RE: Mass order cancellation & SDDIR post FOC errors	PB AM Got your message. Will try to page you, but wanted to get confirmation from others that my understanding is that the thousands of orders which were entered yesterday will be cancelled within the next week or so. Believe arrangements have already bee						

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4062	10/4/00	16:20		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-258 "Uniform OSS POR Collaborative- Preorder FMO Scenario information for category I, II, & III fro SWB/PB/NB/SNET/AIT regions (Ordering & Provisioning)						cleccs_00-258.doc
4063	10/4/00	16:26	1 PB AM		VMX to TG Resource	TG Resource	PB AM		Flood of Orders 10/3	PB AM had questions on yesterday's (10/3) flood of orders. She said the downstream HiCap provisioning group was concerned about resources to work the orders. She requested a page as she is in training all week.						
4064	10/4/00	16:48		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TAM Resource	Mass order cancellation & SDDIR post FOC errors	PB AM...Got your message. Will try to page you, but wanted to get confirmation from others that my understanding is that the thousands of orders which were entered yesterday will be cancelled within the next week or so. Believe arrangements have already been						
4065	10/4/00	16:52	1 TG Resource		VMX to PB AM	TG Resource	PB AM		Flood of Orders 10/3	TG resource said he sent an E-mail indicating to the best of his knowledge, this flood of orders would be cancelled within a week. He also mentioned TG resource can follow up on causes for SDIR post-FOC errors. He apologized for not paging PB AM, but indi						
4066	10/4/00	19:07-19:23		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 947, loss of exchange cables						
4067	10/4/00	19:42-19:56		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 951; customers from Anaheim Central office were Unable to make 800 calls						
4068	10/5/00	8:33		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCS00-170 "Pacific Bell- Revision to the Final Requirements Exception Request for EDI?CORBA Local Pre-Ordering Release 2.4.0 for Dec 9, 2000						cleccs_00-170.doc
4069	10/5/00	8:35			TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: Mass order cancellation & SDDIR post FOC errors						
4070	10/5/00	0:00		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCS00-170 "Pacific Bell- Revision to the Final Requirements Exception Request for EDI?CORBA Local Pre-Ordering Release 2.4.0 for Dec 9, 2000						cleccs_00-170.doc

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4071	10/5/00	15:59		TG Resource	Email to TG Resource, PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	TG resource...thanks for the update. Who did you speak to at ISC?...PB AM... This is another loose end. Sue tried lower case UID, as per May 16 AL CLECC00_130 to no avail. Still have not succeeded accessing this function. Not catastrophic, but would like to kno						
4072	10/5/00	16:31-20:58		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 950 & 952, loss of carier system						
4073	10/5/00	17:25		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-259 "Uniform OSS POR Collaborative- Category I,II & III Data for the 14 scenarios and finalization of the list of additional functionality from LSOG 5 for SWB/PB/NB/SNET/AIT regions (meeting)- California					clecc_00-259.doc	
4074	10/5/00	17:26		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-260 Notification of How Certain Data Trouble Reports Will Be Handled (Maintenance & Repair)- California					clecc_00-260.doc	
4075	10/5/00	17:27		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-261 High Frequency Portion of the Loop (HFPL) Continuity Testing Trial (Ordering & Provisioning)- California					clecc_00-261.doc	
4076	10/5/00	17:29		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCS00-171 "Pacific Bell- Emergency Notification of Broadband Ordering Profile (BOP) Downtime Scheduled for Saturday Oct 7th, 2000					cleccs_00-171.doc	
4077	10/5/00	18:24		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-262 "Notification of Customer Losses through the Pacific Bell Operations Dispatch System (PBOD)(Ordering & Provision)_California					clecc_00-262.doc	
4078	10/5/00	19:39		PB Resource	Email to TG Resource	TG Resource	PB Resource		Unlock	Hi TG resource, I have an ABM Tn that needs to be unlocked. Could you please help us with this. Thanks TN redacted						
4079	10/6/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bill	Bill: \$402.32, Account 023723-719855N8160, Statement Date: 9/23/00						
4080	10/6/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bill	Bill: \$402.32, Account 023723-719855N8160, Statement Date: 9/23/00						
4081	10/6/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawke Comm Bill	Bill: \$251.51, Account 0237228416555N3160, Statement Date: 9/22/00						
4082	10/6/00	5:20		TG Resource	Email to PB AM, TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	PB Resource was the fellow I spoke to at ISC						
4083	10/6/00	7:25		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource,	Unlock	PB Resource.... Our UID no longer has the unlock "u" function. I will contact the ISC for their assistance. Can you unlock the TN for us as in the past?.. Thanks for your help						

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4084	10/6/00	9:20		TG Resource	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource,	RE: Unlock	TG Resource appreciate your help unlocking this TN, and replying to PB Resource when complete...ThanksTG resource						
4085	10/6/00	10:46		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource	RE: Unlock	PB AM... Just brought up the issue with CPUC?TAM of notification on those days when a flood of orders may be forthcoming. Currently, TAM notifies PB Resource at Pacific once the orders have started flowing. Believes he notifies appropriate impacted groups.						
4086	10/6/00	11:20	5	TG Resource	Phone to PB Resource	TG Resource	PB resource			Problem: The caption listing was established but it would not appear in Gateway unless it is an indent						
4087	10/6/00	11:23	1	PB AM	VMX to TG Resource	TG Resource	PB AM		Flood of Orders 10/3	PB AM said she was crafting an internal E-mail explaining that Blackhawk would be admonished against submitting further volumes of duplicate orders.						
4088	10/6/00	11:29		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource,	RE: Unlock	I'm not sure what you mean by saying the unlock function no longer works. Do other functions work? I don't know of anything that would permit you to make one kind of transaction (for example, change) but not another (unlock)...as long as the TN in question						
4089	10/6/00	11:30		PB AM	Email to TG Resource, TG resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	What was the vantive ticket number assigned by the IS Call Center when you initially placed the trouble ticket with them?						
4090	10/6/00	11:34		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, I44	RE: Unlock	In the past we had delete"d", exit "x", and unlock "u",and a couple of other functions available to us. When I tried the UID today we had all the functions we normally have except "u". It is no longer displayed when a question mark is entered at the TRANS						
4091	10/6/00	12:06	1	TG Resource	VMX to PB AM	TG Resource	PB AM		Flood of Orders 10/3	TG resource said he understands her situation, and would be happy to discuss.						
4092	10/6/00	12:22	15	PB AM	Phone TG Resource	TG Resource, TG Resource	PB AM		Flood of Orders 10/3, Performance Measures, E911 TN Unlock	PB AM indicated a downstream system Area Manager is escalating this second instance of Blackhawk order flooding, requesting Blackhawk be controlled. In the interest of blindness, which PB AM asserts still does exist, she believes it is necessary to commu						
4093	10/6/00	12:32		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	No there was no Vantive ticket given to me. I was on the call for an hour (mostly hold time) and then PB Resource took my number and said he would call me back as it appears that our UID was not valid for E911 TN query function and he was going to try an						

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4094	10/6/00	12:32		TG Resource	Email to PB AM, TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	PB AM...My records indicate original E911 access Vantive ticket was #2577189 opened 1/20 and closed 1/25. More recent was 3373769 opened 6/27 and closed 7/5. 3431000 opened 7/7 and closed 8/4 specifically for TG resource broken BlackHawk SecurID....Sue, Did y						
4095	10/6/00	12:39		TG Resource	Email to PB AM, TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	I will call PB Resource back						
4096	10/5/00	18:24		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-263 "DSL Tracking Inquiry Web Site Enhanced (Other)					clecc_00-263.doc	
4097	10/6/00	12:32		TG Resource	Email to PB AM, TG Resource	TG Resource	PB AM	TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	Spoke to PB AM just now, and she thought it curious that only 'u' may be missing. She wonders if we really still own this TN. Is there any way to easily check, like try a change? Suppose a call to the ISC is still in order. If not quickly resolved, plea						
4098	10/6/00	12:32		TG Resource	Email to PB AM, TG Resource			TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	PPB AM....My records indicate original E911 access Vantive ticket was #2577189 opened 1/20 and closed 1/25. More recent was 3373769 opened 6/27 and closed 7/5. 3431000 opened 7/7 and closed 8/4 was specifically for TG resource broken Blackhawk SecurID.....TG						
4099	10/6/00	13:01		TG Resource	Email to PB AM, TG Resource	TG Resource	PB AM	TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	I don't think not having the 'u' function has anything to do with the TN not being ours. The 'u' is enter upon initial entry into the program and so will apply to every TN we do own. I'll try a change on the TN in question and also call the ISC.						
4100	10/6/00	13:09		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, Dan Makey	RE: Unlock	call the IS Call Center and then give me a call or email with the Vantive ticket number. This does sound strange!						
4101	10/6/00	13:55		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	TN Query function is different from the Unlock function. The two capabilities are in fact requested separately these days (TN Query vs. Database update) - so I can see that you might be ok for one (i.e., database updates) but not for the other (i.e., TN						

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4102	10/6/00	14:42		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource	Blackhawk UNE PONS	I just wanted to confirm in writing our conversation this morning. I appreciated your assurance that you are working to fix the problems on your side that caused the extremely high order volume this last week as well as several weeks ago. Once you have						
4103	10/6/00	15:22		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-264 "Notification of Value Promise Plus Winning Lines Promotion (Ordering and Provisioning)					clecc_00-264.doc	
4104	10/6/00	15:23		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-265 "Notification of Compliance with FCC 00-297 (Business Processes)					clecc_00-265.doc	
4105	10/6/00	15:24		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCS00-172 "PACIFIC BELL - Emergency Error Message Update for EDI/LSR Versions 03.02 and 03.03"					cleccs_00-172.doc	
4106	10/6/00	16:49-18:00		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 953 & 954, loss of carier system, loss exchange cables						
4107	10/7/00	1:01-1:17		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 959, loss of carier system						
4108	10/7/00	13:58-14:13		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 955, loss of carier system						
4109	10/7/00	17:22		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-266 "Notification of Re-pricing for Easy Saver Residence Calling Plan (Ordering and Provisioning)					clecc_00-266.doc	
4110	10/9/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bill	Bill: \$375.86, Account 0237257198555N6160, Statement Date: 9/25/00 Bill: \$782.69, Account 0234257198555S9066, Statement Date: 9/25/00						
4111	10/9/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bill	Bill: \$210.83, Account 0234257069555S5066, Statement Date: 9/25/00 Bill: \$57.76, Account 0237252395555N8160, Statement Date: 9/25/00						
4112	10/9/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawke Comm Bill	Bill: \$649.10, Account 0234258416555S3066, Statement Date: 9/25/00						
4113	10/9/00			Pacific Bell	Mail to Napa TelComm				Napa TelComm Bill	Bill: \$149.97, Account 0234258702555S6066 Statement Date: 9/25/00						
4114	10/9/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Daily shipment report	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6756 Dated 10/5/00						

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4115	10/9/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Daily shipment report	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6756 Dated 10/5/00						
4116	10/9/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Daily shipment report	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6756 Dated 10/5/00						
4117	10/9/00	8:30		Pacific Bell	Airborne Express to BlackHawk Comm				BlackHawk Comm Invoices	Invoices dated 9/26/00: Account 2735302517734160N \$29,599.78; Account 2725302473384160N \$18,031.89; Account 2735302518694160N \$205.33; Account 2735302329891160N \$371.93; Account 2725302475185160N \$0.00; Account 2725302474562160N \$2,597.81; Account Number						
4118	10/9/00	8:30		Pacific Bell	Airborne Express to Discovery Comm				Discovery Comm Invoices	Invoices dated 09/26/00: Account 2735302478128160N \$0.00; Account 2735302481110160N \$9,343.38; Account 2725302514594160N \$0.00; Account 2725302480503160N \$1,519.26; Account 2725302479332160N \$0.00; Account 2725302477140160N \$313.49; Account 2725302476923						
4119	10/9/00	9:30-9:55		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 962, loss of working subscriber lines						
4120	10/9/00	9:48		TG Resource	Email TAM Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, PB AM, TG Resource	Urgent PacBell Customer Disconnect alert	Dear Team - Just picked up my weekend VMX on our toll-free P-CLEC support line. At 4:00PM EDT Saturday 10/7, received message fromredacted, who resides at redacted SF, CA 94118. She reported that her home TN redacted served by Pacific Bell had been dis						
4121	10/9/00	10:23		TAM Resource	Email TG Resource, TAM Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, PB AM, TG Resource	Urgent PacBell Customer Disconnect alert	I tried several combinations;(i.e. TN, Name, Addr) in the Friendlies Database but couldn't get a hit.						
4122	10/9/00	11:44		2 TG Resource	Phone PacBell End User Return Group	TG Resource	PB Resource		Misdirected Call to P. CLEC Toll-free Support Number	TG resource ID'ed himself as Blackhawk customer service, and explained we received a support call Saturday from a woman who had her PB service cut without authorization, but that we have no record of this customer, and suspect our support number may have						

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4123	10/9/00	11:57		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource , PB AM, TG Resource	Urgent PacBell Customer Disconnect alert	PB AM -We cannot identify this customer from any of our records. I just got off the phone after calling 800-955-4296 (EURG), speaking with PB Resource I ID'ed myself as Blackhawk customer service, and explained we received a support call Saturday from so						
4124	10/9/00	12:00	1	TG Resource	VMX to PB AM	TG Resource	PB AM		Misdirected Call to P. CLEC Toll-free Support Number	TG resource alerted PB AM to his earlier E-mails today (sent 9:41AM and 11:57AM EDT) outlining the situation.						
4125	10/9/00	12:04	1	TG Resource	Page PB AM	TG Resource	PB AM		Misdirected Call to P. CLEC Toll-free Support Number	TG resource left his office number for PB AM						
4126	10/9/00	12:34		PB AM	Email TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource , PB AM, TG Resource, TAM Resource	Urgent PacBell Customer Disconnect alert	I believe that a "real" CLEC has ported this TN in error. Of course I can't discuss another CLEC's orders with you, but it is a CLEC with whom you share a SPID - so that is why your contact number was given to the End User.						
4127	10/9/00	12:52	2	PB AM	Phone TG Resource	TG Resource	PB AM		Misdirected Call to P. CLEC Toll-free Support Number	PB AM said she would handle this situation. TG resource thanked her, and questioned why the EURG did not appear interested in contacting the End User.						
4128	10/9/00	14:14		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource , PB AM, TG Resource	when it rains...another misdirected call	Would you believe it? Received yet another call today, at 12:17PM from a woman named redacted (no last name given) inquiring about a service switch from PacBell to AT&T. Her service number is redacted, and her can be reached number is redacted. Shall I c						

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4129	10/9/00	15:24		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, PB AM, TG Resource	when it rains...another misdirected call	Per our conversation at 12:52PM EDT today, I truly appreciate your taking the action to get PB Resource back in service. FYI, she called again at 2:55PM EDT today, expressing her deepening concern and frustration. She left an additional daytime contact						
4130	10/9/00	12:29		Pacific Bell	Fax to Blackhawk Comm	TG Resource			unlock TN # redacted	**second fax sent, 1st sent 8/21/00**						
4131	10/9/00	16:43		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-267 "DSL Tracking Inquiry Web Site Access Instructions (Other) - California					clecc_00-267.doc	
4132	10/9/00	16:44		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-268 "Change in Date and Location for CLEC Forum To Introduce the Process of Automatic Number Identification (ANI) on Due Date Minus One for Coordinated LNP with Loop Orders (Meeting) - California"					clecc_00-268.doc	
4133	10/9/00	17:46		PB Resource			PB resource	PB Resources, TG Resources	WEB TOOLBAR outage 092100 PSAP	Attached is the PSAP information for the WEB TOOLBAR outage on 09/21/00. Please review the data and provide me with any upgrades you may have. Also, please advise me as the action items are completed or as progress is made toward completion. Thank you f					WEB TOOLBAR 092100.doc	http://pactime1.pacbell.com/metrics/e2e.html
4134	10/9/00	21:39-21:54		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 957, loss of remote terminal						
4135	10/10/00	3:16-3:31		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 960, loss of carrier system						
4136	10/10/00	7:53		TG Resource	Email to PB AM, TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	I called the ISC yesterday at 9:30am pt and spoke to Randy. He said there was no record of my call for E911 TN query UID reset on 10/2. He connected me to PB Resource who is in the E911 group and I left a VMX explaining the problem. PB Resource called m						
4137	10/10/00	9:50-16:43		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 963 & 964, loss of carrier system, loss of excahnge cables						

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4138	10/10/00	7:53		TAM Resource	Email to PB AM, TG Resource, TAM Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TAM Resource	RE: Friendly-redacted	PB AM,....I received a call from redacted. He wanted to know if we had processed a check for compensation for him. I know that he was suppose to receive a credit on his bill for \$120. But he wants compensation and I am not sure if we ever decided on wha						
4139	10/10/00	11:27		PB AM	Email to TG Resource, TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	Maybe we need to estimate how much more E911 work needs to be done, before we have access completely reestablished. If it is a matter of "clean up", I could talk to PB Resource to see if his group could do it instead of you?						
4140	10/10/00	12:05	5	TG Resource	Phone to PB Integrity Unit - North (Linda)	TG Resource	Linda		TN redacted	TG Resource received a fax to unlock TN for E911. TG Resource calledPB Resource andPB Resource said TG Resource could ignore the fax but she took TG Resource # just in case anything was needed.						
4141	10/10/00	13:15		PB Resource	Email to TG Resource				Outage Notification	Please do not reply to thismessage. All replies are automatically deleted. Questions regarding the content should be directed to the ISC call center at 314-235-7225 fax 314-331-1577. Changes or updates to any email address should be directed to your accou					101000 TEMS.doc	
4142	10/10/00	13:41		TG Resource	Email to PB AM, TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: IS Call Center Messages for E911 TN query UID reset	My Vantive ticket number was 4016293						
4143	10/10/00	13:47		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE:Unlock	There is no ticket number on this as I was referred to PB Resource in the E911 group. He is working on this and is going to call me back. I did call him this morning to let him know that we are also missing the "u" function from our Blackhawk UID bhc000						
4144	10/10/00	14:23		PB AM	Email to TG Resource, TAM Resource, Alfreda Evans, Steve Huston, Laura Howard	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TAM Resource	RE: Friendly-redacted	The only adjustment I was involved with was the credit on Mr.redacted bill for the period of time he was unable to use his Pacific Bell retail service. I have not been involved in other compensation may be available to test participants: this would need						

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4145	10/10/00	14:54		PB Resource	Email to TG Resource				Restoral Notification	Please do not reply to this message. All replies are automatically deleted. Questions regarding the content should be directed to the ISC call center at 314-235-7225 fax 314-331-1577. Changes or updates to any email address should be directed to your accou						101000 TEMS2.doc
4146	10/10/00	15:09		PB Resource	VMX to TG Resource	TG Resource			unlock TN# redacted							
4147	10/10/00	16:13		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-269 "Notification of Re-pricing for Easy Saver Residence Calling Plan (Billing) - California"						clecc_00-269.doc
4148	10/10/00	16:15		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCS00-173 "PACIFIC BELL - Revision to the Final Requirements E xception Request for EDI/CORBA Local Pre-Ordering Release 2.4.0 for Decem ber 9, 2000"						cleccs_00-173.doc
4149	10/10/00	16:23		Pacific Bell	Fax to Napa TelComm	TG Resource			unlock TN # redacted	The following numbers have been migrated by Pacific Bell and require the unlock transaction to be sent throught the MS Gateway. Please issue the unlock transaction, If you have any questions regarding the status of these numbers, please contact the Facilit						
4150	10/10/00	18:09		1 PB Resource	VMX to TG Resource	TG Resource	PB Resource		E911 TN Unlock Request	PB Resource requested we unlock TN redacted, not specifying for which P-CLEC. Her callback number is redacted	Request help from PB AM, as our online E911 unlock function now fails (workaround provided by E911 group).	TG Resource	ASAP		E-mail requesting help sent 10/10.	
4151	10/11/00	2:21-7:29		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 966 & 967, loss of carrier system						
4152	10/11/00	7:12		TG Resource	Email to 'TAM Resource'; 'TAM Resource'; 'Jerry Stroud'; 'Charles Campos'; 'pyc@cpuc.ca.gov'; 'MLD'	TG Resource	PB AM	TG Resource. TG Resource, CPUC Resource, TG Resource	Misdirected support calls - Some relief, please?	Dear CPUC and CAP Team -I am looking for a creative and appropriate solution to a problem which is becoming untenable, and may pose some potential liability risk as well. I have received yet another misdirected call to our P CLEC toll-free support number						

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4153	10/11/00	9:41		TG Resource	Email to PB Resource	TG Resource		TG Resource, TG Resource, TG Resource , PB AM	RE: unlock	PB resource- Received your VMX left yesterday at 3:09PM PDT again asking us to please unlock redacted As TG Resource has reported, we have tried, but have a problem with the 'u' function, which is being worked on by PB resource If you (or some other gra						
4154	10/11/00	10:46		TAM Resource	Email to TAB	TG Resource, TG Resource	PB Resource	TG Resource	TAB Minutes for 9/28	Attached are the minutes for the 9/28 TAB meeting. We will ask for approval of these minutest in the TAB meeting on 10/12.					TAB-0928.doc	
4155	10/11/00	13:17		TG Resource	Email to TAB	TG Resource, TG Resource	PB Resource	TG Resource	Minor Revision to TAB Minutes for 9/28	TAM Resource and Team - Includes one clarification of a TG comment, and one spelling correction in the middle of page nine. BR, TG resource					TAB-0928.doc	
4156	10/11/00	13:40		TG Resource	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource , PB AM	RE:Another Napa e911 TN unlock request	Found fax dated 10/10/00 time stamped 16:23 from PB Resource, PB E911 Data Integrity Unit North, 800-244-4220 or 916-972-3982, fax 916-485-8230, requesting E911 TN unlock for Napa TN redacted Would you please try unlocking and calling PB resource? Please						
4157	10/11/00	13:42		TAM Resource	Email to PB AM, TAM Resource, TG Resource, PB resource	TG Resource	PB Resource	TG Resource, TG Resource, TAM Resource	RE: Friendly-redacted	PB AM ,We show Mr redacted refused access for the test order, even though he previously volunteered. The redacted referring CBO, has already been compensated for their other members. I understand Mr redacted was charged \$120 for nstallation on his Pacifi						
4158	10/11/00	13:50		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource ,TG Resource	RE: Another Blackhawk (CPT) E911 TN Unlock request	Found fax dated 10/09/00 time stamped 12:29 from PB Resource PB E911 Data Integrity Unit, 800-244-4220 or 916-972-3823, fax 916-485-8230, requesting E911 TN unlock for Blackhawk TN redacted This fax indicates this is the second notice, original sent 8/2						
4159	10/11/00	13:42		TAM Resource	Email to TG Resource; TAM Resource; TAM Resource; TA Resource; TA Resource; CPUC Resource, PB AM	TG Resource	PB AM	TG Resource, TG Resource, CPUC Resource, TG Resource	RE: Misdirected support calls - Some relief, please?	As the shared SPID seems to be the likely cause of these calls and it is an uncommon arrangement at this time, I believe the second suggestion to remove the SPID for the PCLEC is the best choice in the short term that would provide immediate relief. This						
4160	10/11/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bill	Bill: \$279.82, Account 023701719855N4160, Statement Date: 10/1						

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4161	10/11/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bill	Bill: \$381.82, Account 023701239555N6160, Statement Date: 10/1 Bill: \$631.08, Account 023428706955S2066, Statement Date: 9/28/00						
4162	10/11/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm Bill	Bill: \$520.33 Account 0234288416555S0066, Statement Date: 9/2800 Bill: \$331.29, Account 0237018416555N8160, Statement Date: 10/1						
4163	10/11/00			Pacific Bell	Mail to Napa TelComm				Napa TelComm Bill	Bill: \$308.44, Account 0237018702555N1160 Statement Date:10/1/00; Bill: \$263.72, Account 0234288702555S3066 Statement Date:9/28/00; Bill: \$258.80, Account 0237268702555N2160 Statement Date:9/26/00						
4164	10/11/00	14:35		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: unlock	I spoke with PB Resource Understand that he provided TG Resource with "file builder" so that she can prepare input files for batch transmission. The batch interface is not experiencing the same problem as we've seen in the last few days with the dialup						
4165	10/11/00	14:39		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource	RE: Project Status Report - An Opportunity to Help Account Manage rs	Thinking about how we communicate and document changes - in the world of OSS we are actually in pretty good shape, I think. In the quarterly Change Management meetings we review a 12-month view of planned changes as well as the Flow Through Matrix which						
4166	10/11/00	14:47		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: Unlock	Thanks very much. We do have the "file builder" from PB Resource TG Resource arranged to have it installed. If no problems, we can unlock. But if TG Resource runs into difficulty again, would truly appreciate your help. Are you aware of any outage not						
4167	10/11/00	15:52		TG Resource	Email to TAB	TG Resource		TG Resource, TG Resource, CPUC Resource, TG Resource	NDA for access to some GEIS-provided supporting documentation	Attached are the proposed NDA for CLEC's to sign, along with a brief Attachment A listing the specific documents GEIS/GXS has identified as proprietary from the list of supporting documentation our TAM has provided. I would greatly appreciate it if an em					NDAGXSCLEC.doc NDAGXSCLE AttachA.doc	

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
				PB AM	Email to TG Resource; 'TAM Resource'; 'TAM Resource'; TA Resource. CPUC Resource'; TAM Resource'	TG Resource	PB AM	TG Resource. TG Resource, CPUC Resource, TG Resource	RE: Misdirected support calls - Some relief, please?	I think the quickest way to resolve this problem of mis-directed calls is for me to revise and re-distribute the CLEC Profile for Blackhawk, removing SPID they share with AT&T (actually redacted. Because Blackhawk is the only account that still has a SPI						
4168	10/11/00	16:20														
4169	10/11/00	16:46		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-270 "Notification of Meeting Location for 13-State Change Management Process (CMP) Meeting - California					clecc_00-270.doc	
4170	10/11/00	16:47		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-271 "High Frequency Portion of the Loop (HFPL) Continuity Testing Trial (Ordering and Provisioning) - California					cleccs_00-271.doc	
4171	10/11/00	17:10		CLEC Resource	Fax to TG Resource	TG Resource	CLEC Resource			Attached is CLEC 7 s signed NDA for the PacBell OSS Test. Please send back to me the NDA with GEIS signature Executed. My fax is 415-901-3838. ThanksCLEC Resource						
4172	10/11/00	10:29-23:03		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 968-970, loss of carrier system						
4173	10/12/00	9:09-17:58		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #'s 972- 975, loss of carrier system, loss of working cable pairs, loss of carrier systems, failed subscriber lines						
4174	10/12/00	9:10		TG Resource	Email to 'TAM Resource'; 'TAM Resource'; Stroud, Jerry; 'Charles Campos'; 'pyc@cpuc.ca.gov'; 'TAM Resource', PB AM	TG Resource	PB AM	TG Resource. TG Resource, CPUC Resource, TG Resource	RE: Misdirected support calls - Some relief, please?	Thanks very much for your timely clarification. Based uponTAM Resource concurrence of this approach yesterday, I agree with your suggestion to remove the shared SPID=7125 from Blackhawk's CLEC profile. Suggest you wait until tomorrow to initiate this ch						
4175	10/12/00	15:54		TG Resource	Email to TG Resource, RR2513@msg.pacb ell.com', PB AM	TG Resource	PB AM	TG Resource, TG Resource	RE: unlock- redacted	PB Resource, I have sent the unlock for The batch ID is C1602D. It usually takes a couple of hours to process. Let me know if anything is needed.						

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4176	10/12/00	16:16		PB Resource	Email to TAM Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TAM Resource, PB AM, PB Resource	RE: Friendly-redacted	TAM resource, Mr..redacted has been credited the installation charge and for two weeks of local service. I have verified that these credits appeared on his August 8th bill (redacted) The total credit was \$137.27; \$124.25 for installation and \$13.02 for						
4177	10/12/00	18:00		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-272 "Southwestern Bell Telephone Company, Industry Markets - K2A Interconnection Agreement (Business Processes) - California"					cleccs_00-272.doc	
4178	10/12/00	18:02		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-273 "Southwestern Bell Telephone Company Industry Markets - O2A Interconnection Agreement (Business Processes) - California"					cleccs_00-273.doc	
4179	10/12/00	18:05		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-274 "DSL Tracking Inquiry Web Site Enhanced (Other) -					cleccs_00-274.doc	
4180	10/12/00	18:58		PB Resource	Email to TG Resource	TG Resource	PB Resource		Outage Notification	See Associated Documents					DSLFF3 101200	
4181	10/12/00	19:40		PB Resource	Email to TG Resource	TG Resource	PB Resource		Outage Notification	See Associated Documents					DSLFF3 101200a	
4182	10/13/00	12:05		TG Resource	Phone to Steve (PB)	TG Resource	PB Resource		SDIR361001-BHPOG723 & SDIR346004-PO9654695P & SDIR347004 - PO9655695P	TG resource called PB Respurce to question whether the order had been entered by us correctly and did they fix any errors and push the order to SOC. He said he had an application down and couldn't look at it now but would call me back. I've not been c						
4183	10/13/00	12:44-19:55		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 977-980 loss of carrier systems, loss of working cable pairs						
4184	10/13/00	17:25		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-275 (Ordering and Provisioning) Uniform OSS POR Collaborative FMO Ordering Scenario Information for Category I, II & III Data and Flow-Through Documentation for all SBC Regions - California					clecc_00-275	
4185	10/13/00	17:52		Steve (PB)	VMX to TG Resource	TG Resource	PB Resource		SDIR361001-BHPOG723 & SDIR346004-PO9654695P & SDIR347004 - PO9655695P	PB Resource said he was waiting on an answer from another department and would call me back sometime on Mon., 10/16.						

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4186	10/14/00	1:23		Evelyn Lee (Wcomm)	Email to TG Resource, Peter Chang, TAM Resource, TAM Resource, Chuck Campos, Jerry Stroud, TG Resource, Charles Christiansen, Michael Amato, Rudy Sastra, Wwillard@att.com; Smwalker@att.com; Becky.oliver@wcom.com; Stephen.vivien@wcom.com; Mca	TG Resource, TG Resource		CPUC Resource. TG Resource	RE: NDA for access to some GEIS- provided supporting documentation	TG Resource, I think the NDA is generally fine, however, I don't understand why GEIS would want to require that "Access to GEIS Confidential Information by CLEC Personnel shall be strictly on a "need-to-know" basis and shall not include access by any such						
4187	10/14/00	6:25-6:43		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial # 981 all calls dropped						
4188	10/14/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawke Comm Bill	Bill: \$136.39, Account 0234028416 555S0066, Statement Date 10/2/00						
4189	10/14/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bill (2)	Bill: \$206.13, Account 0237027198 555N3160, Statement Date 10/2/00 2) \$18.50, Account 0234027198 555S6066, Statement Date 10/2/00						
4190	10/14/00	19:58		PB Resource	Email to TG Resource	TG Resource	PB Resource		Outage & Restoral Notification	See Associated Documents						Datagate 10-14-00
4191	10/16/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Daily shipment report	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6761 Dated 10/12/00						
4192	10/16/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Daily shipment report	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6761, Dated 10/12/00						
4193	10/16/00	14:13-14:29		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #986, all calls dropped						
4194	10/16/00	18:48		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-276 "(NETWORK OPERATIONS) E9-1-1 - CLEC SS7 Signaling Poi nt Codes - California"					clecc_00-276	
4195	10/16/00	18:49		PB Resource	Email to TG Resource	TG Resource	PB Resource		Restoral Notification	See Associated Documents						101600orderstatus

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
4196	10/16/00	18:49		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-277 "(ORDERING AND PROVISIONING) Notification of Central Offices Unavailable for Physical Collocation Space - California"					clecc_00-277	
4197	10/16/00	18:50		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-278 "(ORDERING AND PROVISIONING) Notification of Customer Losses through the Pacific Bell Operations Dispatch System (PBOD) - California"					clecc_00-278	
4198	10/16/00	18:51		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-279 "(MEETING) Confirmation and Agenda for the October 25 th Quarterly Change Management Process Meeting and Monthly CLEC User Forum - California"					clecc_00-279	
4199	10/16/00	18:53		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCS00-174 "PACIFIC BELL - Initial Requirements for the March 2 4, 2001 EDI/LSR Ordering Release Version 03.05"					cleccs_00-174	
4200	10/16/00	18:54		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCS00-175 "PACIFIC BELL - Release Announcement for EDI/LSR Ordering, LEX Ordering, EDI/CORBA Pre-ordering, Pre-ordering GUI, Uniform and Enhanced OSS POR and DataGate Scheduled for September 22, 2001"					cleccs_00-175	
4201	10/16/00	19:52		PB Resource	VMX to TG Resource	TG Resource	PB Resource		SDIR361001-BHPOG723 & SDIR346004-PO9654695P & SDIR347004 - PO9655695P	PB Resource left message for TG Resource to call her back						
4202	10/16/00	13:00		TG Resource	Phone to Letia Page	TG Resource	PB Resource		SDIR361001-BHPOG723	She said that PB had not fixed any errors and pushed the order to SOC, that this order had SOC'd because the LTN was on the BTN number and not the listed number so it was just considered a new listing. We would need to resend to correct the LTN.						
4203	10/16/00	13:00		TG Resource	Phone to Letia Page	TG Resource	PB Resource		SDIR346004-PO9654695P & SDIR347004 - PO9655695P	TG Resource asked PB Resource check on this PON also to see if they had correct and pushed the order to SOC. PB Resource said she'd have someone check it and call me back.						
4204	10/17/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bill (2)	Bill: \$350.54, Account 0234057198 555s3066, Statement Date 10/5/00 2) \$270.01, Account 0234047198 555S4066, Statement Date 10/4/00						
4205	10/17/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bill	Bill: \$330.60, Account 0234052395 555S5066, Statement Date 10/5/00						
4206	10/17/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm Bills (3)	Bill: \$84.17, Account 0237048416 555N5160, Statement Date 10/4/00 2) \$329.97, Account 0234058416 555S7066, Statement Date 10/5/00 3) \$133.63, Account 0234048416 555S8066, Statement Date 10/4/00						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes	
4207	10/17/00			Pacific Bell	Mail to Napa TelComm				Napa TelComm Bills (2)	Bill: \$147.52, Account 0237048702 555N8160, Statement Date 10/4/00 2) \$828.20, Account 0234048702 555S1066, Statement Date 10/4/00 3) \$528.01, Account 0234058702 555S0066, Statement Date 10/5/00							
4208	10/17/00	14:09		TG Resource	Email to PB AM, TAM Resource, TAM Resource, TA Resource, TA Resource	TG Resource	PB AM	TG Resource, TG Resource	RE: Misdirected support calls - relief, yes!!!	Per our conversation just now, since no objections have been raised, please remove our Blackhawk SPID=7125 shared with TCG at your earliest convenience.							
4209	10/17/00	14:44		PB Resource	Email to TG Resource	TG Resource	PB Resource		Outage Notification	See Associated Documents					101700 SORD		
4210	10/17/00	15:00		Pacific Bell	Fax to Blackhawk		PB Resource		CLEC Disconnection Notification Letter for TN # 559-324-1829	Local Service Center will disconnect a possible abandoned service . Please issue appropriate service order to either disconnect or xfer service at this address by 11-3.							
4211	10/17/00	15:53		PB Resource	Email to TG Resource	TG Resource	PB Resource		RAS Connectivity Guide & TN/MSAG Query M&P	Attached to this email is the new process for CLEC access to TN & MSAG Query in the DBMS. This will give you the ability to do queries directly in the DBMS system.							
4212	10/17/00	17:04		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TAM Resource, TAM Resource, TG Resource, TG Resource	RE: Misdirected support calls - Relief, NOT YET	Sincerely hope this is the last one of these...Received a VMX on our toll-free support number yesterday at 4:38PM EDT yesterday from a Mr.redacted (could not hear his first name) simply requesting a call at redactedgd but not indicating any problem. (Our me							
4213	10/17/00	17:12		2 TG Resource	VMX to PB AM	TG Resource	PB AM		Misdirected Call to P-CLEC Toll-free Support Number	TG Resource alerted PB AM to an unauthorized service switch reported by redacted. TG Resource said he would follow-up via E-mail.	Send follow-up E-mail with details.	TG Resource	ASAP		E-mail sent 10/17 at 17:14EDT.		
4214	10/17/00	18:35		PB AM	Email to TG Resource	TG Resource	PB AM		RE: Misdirected support calls - relief, yes!!!	done today. Hope you see the result shortly!							
4215	10/17/00	20:46		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #987, loss of carrier system							

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4216	10/18/00	8:45		TG Resource	Email to PB AM	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource.C PUC Resource, TG Resource, TG Resource	RE: Two additional misdirected support calls (for one customer) - With threats	See Related Notes						misdirected support calls
4217	10/18/00	8:50		1 TG Resource	VMX to PB AM	TG Resource	PB AM		Misdirected Call to P. CLEC Toll-free Support Number	TG Resource alerted PB AM to an E-mail just sent today regarding redacted unauthorized service switch.						
4218	10/18/00	10:48-16:18		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 988, 990, 991 No dial tone, all calls dropped, loss of carrier systems						
4219	10/18/00	13:45		PB AM	Email to TG Resource	TG Resource	PB AM		RE: Two additional misdirected support calls (for one customer) - With threats	Just got into my office after a meeting. Got your voicemail as well. Will work on this right away.						
4220	10/18/00	13:52		PB AM	Email to TG Resource	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource.C PUC Resource, TG Resource, TG Resource	RE: Two additional misdirected support calls (for one customer) - With threats	Two quick responses. I believe the CLEC 2 mis-directs have stopped because we removed the shared SPID from the CLEC profile. We generally quote 10 days to get a new SPID built into the SPID-OCN table. I will try to expedite getting Blackhawk's link to redac						
4221	10/18/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bill (2)	Bill: \$88.33 Account 0237077198 555N8160, Statement Date 10/7/00 2) \$200.40, Account 0234087198 555S0066, Statement Date 10/8/00						
4222	10/18/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bill (2)	Bill: \$308.76, Account 0234072395 555S3066, Statement Date 10/7/00 2) \$74.68, Account 0237072395 555N0160, Statement Date 10/7/00						

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4223	10/18/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawke Comm Bills (2)	Bill: \$502.42, Account 0234078416 555S5066, Statement Date 10/07/00 2) \$256.52, Account 0237078416 555N2160, Statement Date 10/07/00						
4224	10/18/00			Pacific Bell	Mail to Napa TelComm				Napa TelComm Bill	Bill: \$10.47, Account 0237078702 555N5160, Statement Date 10/07/00						
4225	10/18/00	16:30		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource	RE: Two additional misdirected support calls (for one customer) - With threats	Please confirm when the SPID removal has taken effect, such that service reps will no longer see our toll free number associated with it.						
4226	10/19/00	15:05-19:40		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 993, 994 loss of carrie systems, loss of working cable pairs						
4227	10/19/00	14:47		TG Resource	Email to PB AM	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource.C PUC Resource, TG Resource, TG Resource	Requesting resolution of open Vantive tickets (3719174, 3719770, 4016293, 3736231) by 10/23 please	See Related Notes						resolution of open Vantive tickets
4228	10/19/00	18:14		PB AM	Email to TG Resource	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource.C PUC Resource, TG Resource, TG Resource	Re: Requesting resolution of open Vantive tickets by 10/23 please	See Related Notes						response to resolution of open Vantive tickets by 10.23
4229	10/19/00	18:53		Pacific Bell	Email			PB Resource	Outage Notification	See Related Notes					outagepb	
4230	10/19/00	20:06		Pacific Bell	Email			PB Resource	Restoral Notification	See Related Notes					rstripb	

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4231	10/20/00	15:26		PB AM	Email to TG Resource	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource.C PUC Resource, TG Resource, TG Resource	Re: Requesting resolution of open Vantive tickets by 10/23 please	See Related Notes						10.20 resolution of open vantive tickets
4232	10/20/00	15:37		PB AM	Email to TG Resource	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource.C PUC Resource, TG Resource, TG Resource	Re: Requesting resolution of open Vantive tickets by 10/23 please	Response on Item # 1 below: Ticket 3719174 - ticket was closed due to no response from the customer... (TG Resource)						
4233	10/20/00	16:09-21:09		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 995-997 loss of control modules, damage to exchange cable, loss of exchange cable						
4234	10/20/00	16:15		PB AM	Email to TG Resource	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource.C PUC Resource, TG Resource, TG Resource	Re: Requesting resolution of open Vantive tickets by 10/23 please	Regarding Item #2 below: "u" capability has been restored to dialup users. Let me know if you have any further problems with the interface. I think the only outstanding item from this email is getting the closed dates for the Vantive tickets. I sh						
4235	10/20/00	16:16		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource	Re: Requesting resolution of open Vantive tickets by 10/23 please	Thanks very, very much for your assistance closing these outstanding items. It sure has been a long and interesting road!						
4236	10/20/00	16:35		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-280 *(MEETING) Confirmation and Revised Agenda for October 25th CLEC User Forum Meeting - California					clecc_00-280	

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4237	10/20/00	16:36		Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECC00-281 (ORDERING AND PROVISIONING) Approval Process for Ordering 911 Trunks - California					clecc_00-281	
4238	10/20/00			Accessible Letter	Email to TG Resource	TG Resource	PB email		Accessible Letter	CLECCS00-178 *PACIFIC BELL - Logisitsc for March 24th ED/LSR Ordering Requirements Walk-Through					cleccs_00-178	
4239	10/20/00	17:06		TG Resource	Email to PB AM	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource.C PUC Resource, TG Resource, TG Resource	One more misdirected support call	Hmmm... This one looks like a CLEC 2 misdirect. Thought those were gone - but the referenced dates are a couple months back...Got a VMX on our toll-free support line from redactedd(she spelled it) stating she received a bill for \$33 from PacBell for July						
4240	10/20/00	18:55		PB AM	Email to TG Resource	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource.C PUC Resource, TG Resource, TG Resource	RE: One more misdirected support call	I agree this looks like late notification of the Cox problem since the shared SPID with Discovery was removed in late July. I have passed this on to PB Resource of PB Resource's group to research. If an adjustment is warranted, she can have that issued.						
4241	10/20/00	20:07		PB AM	Email to TG Resource	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource.C PUC Resource, TG Resource, TG Resource	Re: Requesting resolution of open Vantive tickets by 10/23 please	See Related Notes					10.20a resolution of open vantive tickets.msg	
4242	10/21/00			Pacific Bell	Mail to Discovery Comm					Bill: \$190.87, Account 0234107069 555S2066, Statement Discovery Comm Bill Date 10/10/00						
4243	10/21/00	14:41		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage notifications	Serial # 998 loss of exchange cables						

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4244	10/22/00	14:47-23:57		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 1000, 1002 loss of carrier system, loss of oc-12 and oc-3						
4245	10/23/00	7:18-21:01		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 1003-1008 loss of radio site, loss of exchange cables, loss of carrier systems, no dial tone, damage to 600 pair cable, loss of fiber toll						
4246	10/23/00	9:21		Pacific Bell	Email				Sord Outage Notification	See Related Notes						SORD 102300.doc
4247	10/23/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bill (2)	Bill: \$296.96, Account 0237117198 555N2160, Statement Date 10/11/00 2) \$381.73, Account 0234117198 555S5066						
4248	10/23/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bill (2)	Bill: \$96.38, Account 0234117069 555S1066, Statement Date 10/11/00 2) \$431.08, Account 0237112395 555N4160, Statement Date 10/11/00						
4249	10/23/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawke Comm Bills (2)	Bill: \$78.78, Account 0234118416 555S9066, Statement Date 10/11/00 2) \$398.59, Account 0237118416 555N6160, Statement Date 10/11/00						
4250	10/23/00			Pacific Bell	Mail to Napa TelComm				Napa TelComm Bill	Bill: \$630.65, Account 0237118702 555N9160, Statement Date 10/11/00						
4251	10/23/00			Pacific Bell	Email to PB AM	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource, C PUC Resource, TG Resource, TG Resource	Re: Requesting resolution of open Vantive tickets by 10/23 please	Agree these listings appear as entered. And, I have been advised that you may indeed give our four P-CLEC codes to the Directory Unit, and request no related listings be published. Believe we are now finished directory listings. Thanks very much!						
4252	10/24/00	15:44		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource	RE: One more misdirected support call	My folks are having trouble finding the TN and End User - could you double check your notes to make sure it is right in this email?						
4253	10/24/00	17:30		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource	RE: One more misdirected support call	Thanks for the catch! The TN is redacted. I had it written twice - once wrong, and once right (I hope!)						

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				PB AM	Email to TG Resource	TG Resource	PB AM	TAM Resource, TAM Resource, T A Resource, C PUC Resource, TG Resource, TG Resource	Re: Requesting resolution of open Vantive tickets by 10/23 please	Thanks for the permission to contact the Listings/Directory folks about removing listings so they will not be printed. One of the things I realize now is that there will probably always be some listings that are not questioned until we come up to "Direct						
4254	10/24/00	19:16														
4255	10/25/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bill	Bill: \$80.80 credit, Account 0237132395 555N2160, Statement Date 10/13/00;						
4256	10/25/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawke Comm Bill	Bill: \$9.30, Account 0237138416 555N4160, Statement Date 10/13/00						
4257	10/25/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm Bill	Bill: \$138.63, Account 0124138702 555S0066, Statement Date 10/13/00 2) \$136.02, Account 0237138702 555N7160, Statement Date 10/13/00						
4258	10/26/00	8:30		Pacific Bell	Airborne Express to Napa Telecom and Camino Comm				Napa Telecomm and Camino Comm Invoices	Napa Invoices dated 10/14/00: Account 3735562488701066S, \$31,122.84; Account 3725562492048066S, \$4,001.48; Account 3725562491454066S, \$139.14; Account 3725562490033066S, \$2,951.39, Account 2735562496922160N, \$12,655.50 Account 2735562494517160N, \$493.9						
4259	10/26/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bill	Bill: \$189.49, Account 0234147198 555S2066, Statement Date 10/14/00						
4260	10/26/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bill	Bill: \$192.61, Account 0234147069 555S8066, Statement Date 10/14/00						
4261	10/26/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawke Comm Bill	Bill: \$191.53, Account 0234148416 555S6066 Statement Date 10/14/00						
4262	10/26/00			Pacific Bell	Mail to Napa TelComm				Napa TelComm Bill	Bill: \$280.80, Account 0234148702 555S9066, Statement Date 10/14/00						
4263	10/27/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bills (2)	Bills: \$174.62, Account 0237142395 555N1160, Statement Date 10/14/00 2) \$280.64, Account 0237172395 555N8160, Statement Date 10/17/00						
4264	10/30/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Daily shipment report	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6771 Dated 10/26/00						
4265	10/30/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Daily shipment report	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6771 Dated 10/26/00						